

Message

From: Byrne, Eric (DPH) [/O=COMMONWEALTH OF MASSACHUSETTS/OU=MASSMAIL-01/CN=RECIPIENTS/CN=ERIC.BYRNE]
Sent: 3/28/2011 3:39:10 PM
To: Hanchett, James (DPH) [/O=COMMONWEALTH OF MASSACHUSETTS/OU=MassMail-01/cn=Recipients/cn=James.Hanchett]
Subject: FW: Incident 695930

Jim,

The new printers will be there soon if they are not already there. Can you juggle things around for now while the P3010 is down? I think I can get it added to the new service agreement that starts July 1, but I am having no luck finding funding for a straight repair order right now.

-Eric

From: McGuire, Thomas M (DPH)
Sent: Monday, March 28, 2011 11:33 AM
To: Byrne, Eric (DPH)
Subject: RE: Incident 695930

Eric,

HiQ delivered them to JP on March 21st. They picked them up last week and were sending them to you in Amherst. They are four Xerox printers and you should see them in the next day or two if they're not there already.

From: Byrne, Eric (DPH)
Sent: Monday, March 28, 2011 10:45 AM
To: McGuire, Thomas M (DPH)
Subject: RE: Incident 695930

Tom,

Did you get any word on when those new printers might arrive?

Thanks,
-Eric

From: McGuire, Thomas M (DPH)
Sent: Wednesday, March 09, 2011 11:07 AM
To: Byrne, Eric (DPH)
Subject: RE: Incident 695930

Eric,

This is now going through EHS. I'm not sure what the process would be to notify EHS because I'm not part of IT. There are four printers that are in the process of being ordered to replace the ones attach to their instruments. Is it possible to wait until they come in? I have someone looking into where the order is at this point, ordering anything IT related is painfully slow now days.

From: Byrne, Eric (DPH)
Sent: Wednesday, March 09, 2011 10:36 AM
To: McGuire, Thomas M (DPH)
Subject: FW: Incident 695930

Tom,

I'm not sure of the procedure for getting Retrofit out to Amherst to look at this printer. The printer is not currently under a service contract. Is this something you could help with, or direct me to who might be able to? Jim's original message is below.

Thanks,
-Eric

We are having a problem with one of our printers and we need to have it serviced. I don't believe it is under a service contract because it is used by one of our instruments.

*HP LaserJet P3010
Model # CE526A
Serial # VNBC99X0LJ*

-----Original Message-----

From: Hanchett, James (DPH)
Sent: Wednesday, March 09, 2011 10:23 AM
To: Byrne, Eric (DPH)
Subject: RE: Incident 695930

It constantly jams so we can not use it at all. I think we need a service call to fix it.

Jim

-----Original Message-----

From: Byrne, Eric (DPH)
Sent: Wednesday, March 09, 2011 10:12 AM
To: Hanchett, James (DPH); Salem, Sharon (DPH)
Subject: Incident 695930

Jim,

I just got this ticket. It looks like it's been sitting for a while. Is the printer still having a problem? What sort of service does it need?

Also, have you received those new printers? They should have been ordered by now.

-Eric

-----Original Message-----

From: ServiceDesk v11 Notification [<mailto:NoReply@Noreply.com>]
Sent: Wednesday, March 09, 2011 9:49 AM
To: Byrne, Eric (DPH)
Subject: Incident 695930 Transfer

Incident 695930 Transfer.
Assigned to: Byrne, Eric D
Customer: Hanchett, James L
Description: ARHO - VISIT - printer issue
From: Hanchett, James (DPH)
Sent: Friday, February 25, 2011 8:18 AM

To: DPH-Help, Desk at 250 (DPH)
Subject: Printer Problems

DPH HelpDesk,

We are having a problem with one of our printers and we need to have it serviced. I don't believe it is under a service contract because it is used by one of our instruments.

HP LaserJet P3010
Model # CE526A
Serial # VNBC99X0LJ

Jim Hanchett
Amherst Drug Lab
Room N251 Morrill I
637 North Pleasant Street
Amherst, MA 01003
Phone 413-545-2607
Fax 413-545-2608
Cell [REDACTED]

This Incident has been reassigned to you or your group.